AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1.   (CURRENTLY AMENDED) A method for monitoring an e-commerce installation, said the e-commerce installation comprising a plurality of tiers, the and said tiers generating log files and databases, wherein said method comprisesthe method comprising:

installing each of a plurality of software agents onto its own one of a plurality of servers, wherein each of the plurality of software agents retrieves at least one of the log files from its associated one of the plurality of servers, and wherein each of the plurality of servers is associated with one of the plurality of tiers;

reading the log files and querying the databases to obtain information stored therein, said the information comprising performance measurements of the installation; and

graphically presenting said the measurements.

2.   (CURRENTLY AMENDED) The method of claim 1, wherein said the plurality of tiers comprises a web servers tier, a session servers tier, a transaction servers tier, and a database servers tier.

3.   (CURRENTLY AMENDED) The method of claim 2, wherein:

saidthe web servers tier comprises a plurality of web servers with each of saidthe plurality of web servers generating log files, saidthe log files comprising hit rate data, hosts served data, data volume data, error rates data, log file size monitor data, system load data, and generic data,

saidthe session servers tier comprises a plurality of session servers with each of saidthe plurality of session servers generating a plurality of log files, saidthe plurality of log files comprising users served data, restarts data, IM status data, IM load data, database connectivity data, error rates data, and system load data,

saidthe transaction servers tier comprises a plurality of transaction servers with each of saidthe plurality of transaction servers generating a plurality of log files and a plurality of databases, saidthe log files comprising open and discarded cart rates data, shoppers in store data, authorized, cancelled, declined data, payment service errors data, inventory status data, and system load data, and saidthe databases comprising sales per hour data, items sold per hour data, new order rates data, processed order rates data, fulfilled order rates

data shipping network connectivity data, orders awaiting authorization data, ~~and~~ orders awaiting shipment data~~;~~ and

~~said~~the database servers tier comprises a plurality of database servers with each of ~~said~~the plurality of database servers generating a plurality of databases, ~~said~~the plurality of databases comprising database access performance data, database size monitor data, database connectivity error rate data, and system load data.

4.   (ORIGINAL) The method of claim 3, wherein said user site is a fully functional web-based business application or e-commerce monitoring solution.

5-9.   (WITHDRAWN)

10.   (CURRENTLY AMENDED) A method of operating a computer system to test and monitor an ~~Internet server system~~e-commerce installation comprising a web server, a session server, a transaction server, and a database server, the method comprising:

configuring and executing user transaction tests and reporting user transaction test results;

measuring system performance data for each of the web server, the session server, the transaction server, and the database server; and

measuring business performance data comprising monetary volume transacted by the e-commerce installation during a time period.

11.   (ORIGINAL) The method of claim 10, wherein the business performance data further comprises financial data transacted by the e-commerce installation during a time period.

12.   (ORIGINAL) The method of claim 10, further comprising:

processing the system performance data to generate system graphics illustrating system performance measured against system performance baselines and system performance thresholds; and

processing the business performance data to generate business graphics illustrating billing performance measured against business performance baselines and business performance thresholds.

13.   (ORIGINAL) The method of claim 10, further comprising:

collecting the system performance data and the business performance data from the

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e-commerce installation; and

transferring the system performance data and the business performance data to the computer system.

14.   (NEW) A method for monitoring an e-commerce installation having a plurality of servers generating log files and maintaining databases, the method comprising:

associating software agents to each of the servers;

activating the software agents to access the log files on associated servers to obtain performance measurements;

activating the software agents to query the databases on the associated servers to obtain performance measurements; and

graphically presenting the performance measurements.